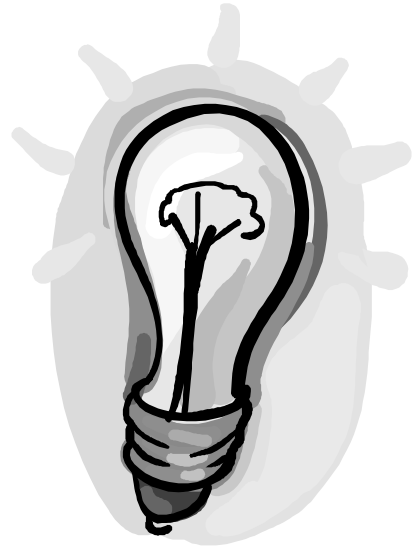
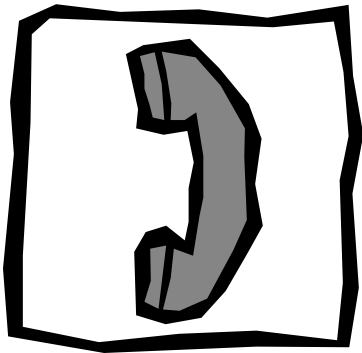


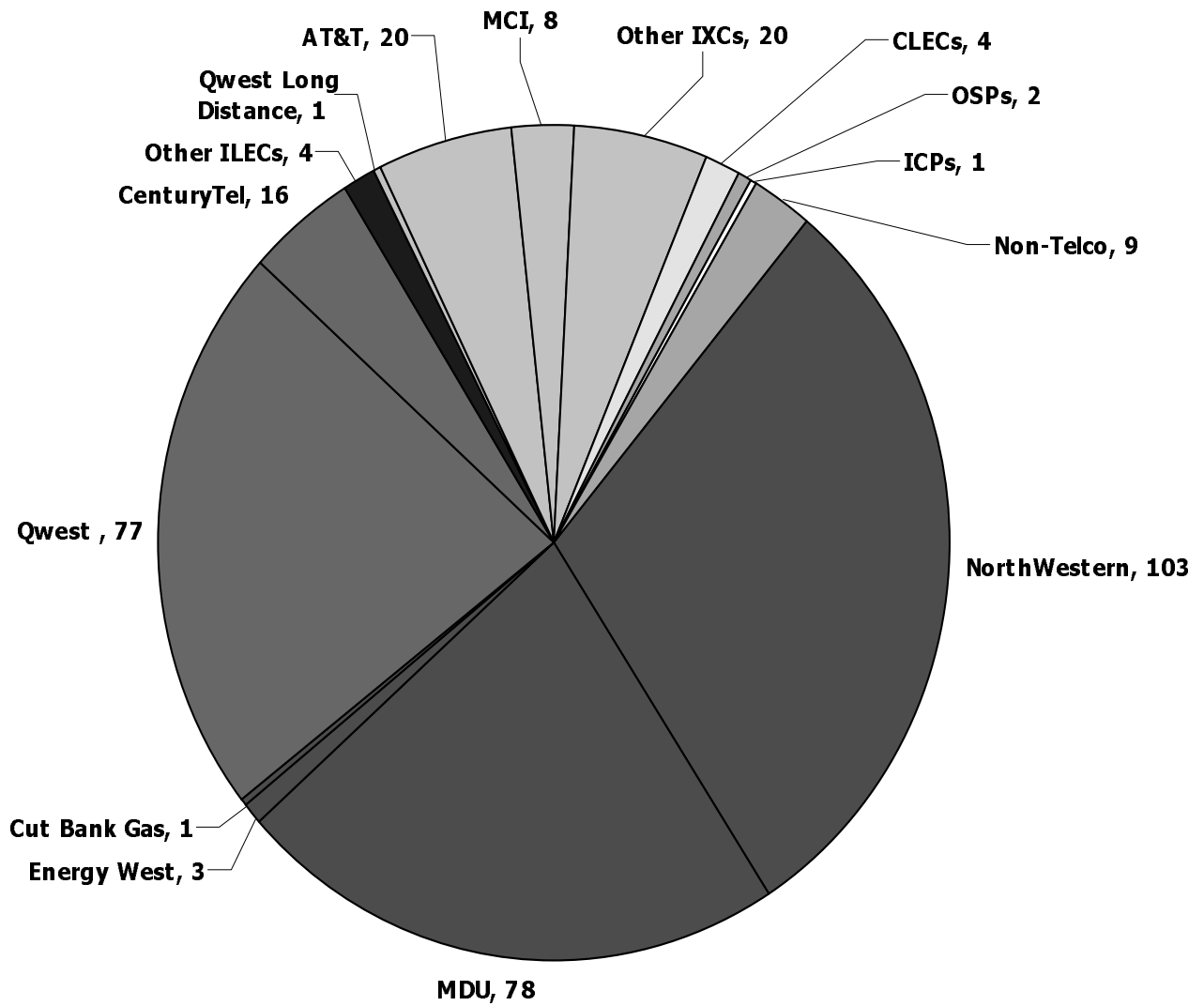
*Utility Consumer Complaints
Report, 2nd Quarter, 2005*



**Montana
Public Service
Commission**



2nd Quarter
2005 Complaints
By Utility
Total—347



OSP—Operator Service Providers
ICP—Inmate Calling Providers

Complaint Percentages By Utility

		<u>Weighted Average</u> (Based on '04 Customer Base)
NorthWestern Energy	29.68%	.029%
MDU	22.48%	.096%
Energy West	.86%	.011%
Cut Bank Gas	.29%	
Qwest	22.20%	.022% (based on # of
CenturyTel	4.61%	access lines)
Other ILECs	1.15%	
Qwest LD	.29%	
AT&T	5.76%	
MCI	2.31%	
Other IXC's	5.76%	
CLECs	1.15%	
OSPs	.58%	
ICPs	.29%	
Non-Telco	2.59%	

	100.00%	

Complaints by Service Type

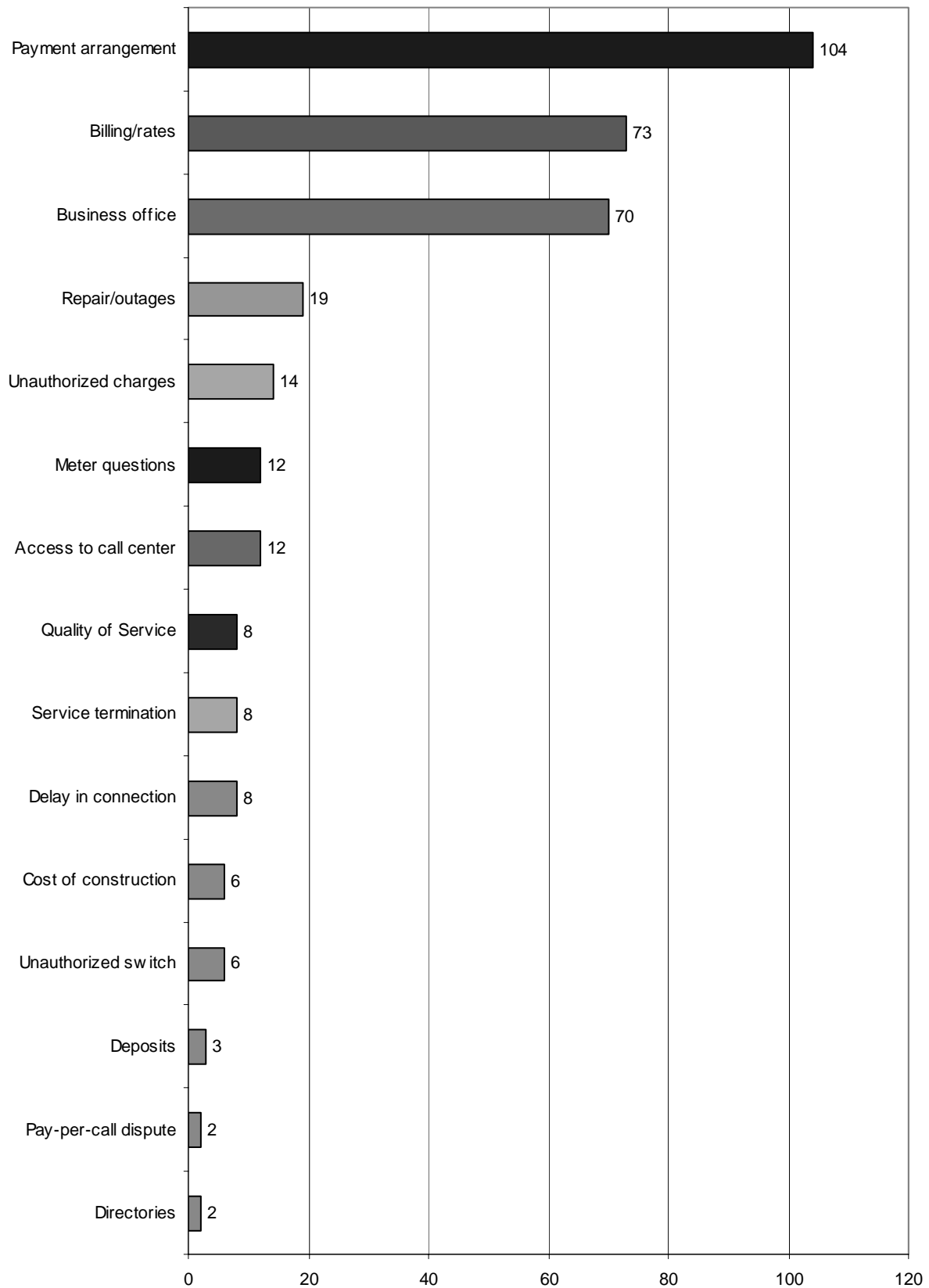
Percentage of Total

Energy—185	53.3%
Telecommunications—162	46.7%
Total	100%

Type and Number of Complaints By District

	<u>Dist. 1</u>	<u>Dist. 2</u>	<u>Dist. 3</u>	<u>Dist. 4</u>	<u>Dist. 5</u>	<u>Total</u>
1. Billing/Rates	6	16	14	16	21	73
2. Business Office	19	15	10	8	18	70
3. Cram	3	1	1	4	5	14
4. Payment Arrangements	30	34	15	10	15	104
5. Access to Business Office	1	4	3	1	3	12
6. Repair	4	4	1	1	9	19
7. Slam	0	3	1	0	2	6
8. Delay in Connection	1	1	4	1	1	8
9. Termination	1	4	3	0	0	8
10. Meter Questions	1	4	3	3	1	12
11. Pay-Per-Call	0	0	0	2	0	2
12. Deposits	1	1	0	0	1	3
13. Cost of Construction	1	0	5	0	0	6
14. Directory Listings	0	0	1	0	1	2
15. Quality of Service	2	2	2	2	0	8
<u>Total</u>	70	89	63	48	77	347

2nd Quarter 2005 Consumer Complaints By Category



Number of Complaints

	<u>2004</u>	<u>2005</u>	<u>Percent of Change</u>
April	187	132	(29.41%)
May	155	105	(32.26%)
June	141	110	(21.99%)
	<hr/>	<hr/>	<hr/>
Total	483	347	(28.16%)

	<u>2005</u>	<u>2005</u>	
		<u>Apr.</u>	
January	134	132	(1.49%)
		<u>May</u>	
February	107	105	(1.87%)
		<u>June</u>	
March	118	110	(6.78%)
	<hr/>	<hr/>	<hr/>
Total	359	347	(3.34%)

Number of Calls

	<u>2004</u>	<u>2005</u>	<u>Percent of Change</u>
April	1,303	1,174	(9.90%)
May	1,109	896	(19.21%)
June	1,088	909	(16.45%)
	<hr/>	<hr/>	<hr/>
Total	3,500	2,979	(14.89)

	<u>2005</u>	<u>2005</u>	
January	1,116	<u>Apr.</u> 1,174	5.20%
February	1,021	<u>May</u> 896	(12.24%)
March	1,045	<u>June</u> 909	(13.01%)
	<hr/>	<hr/>	<hr/>
Total	3,182	2,979	(6.38%)